Job Title: Systems Administrator

Department: Information and Technology Services

Immediate

Supervisor: Technical Services Manager

Origination Date:	08/23/2002
Revision Date:	07/01/2012
Job Grade	605
FLSA Status	Exempt

BRIEF DESCRIPTION OF THE JOB:

Position serves as tier two or second level support for field technicians and has elevated permissions to perform server and domain level administration on various technology systems. Position serves as primary support for all city wide essential technology including but not limited to, server systems, communication systems, and all other advanced technology. Must adhere to and participate in established governance parameters such as change management and other various performance measures. Position requires ability to design, implement and manage complete enterprise technical solutions. Position will manage crisis and incidents and provide on call support during business and non-business hours.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Assists the Information Technology Managers, Senior Systems Administrator, and peers to administer and support file and print servers, Active Directory users and groups, quota and permissions assignment, data management; file and E-mail restores, mailbox creation and administration (email and voicemail), server staging and decommissioning.
2	L	Responsible for proactive monitoring of assigned systems or devices and hardware support for server and data management systems or solutions.
3	S	Assists the administrative support staff to create and maintain a physical inventory of all technology equipment as assigned.
4	S	Creates and maintains all process and procedural documentation associated with assigned area of responsibility including but not limited to new/departing users, hardware and warranty replacements, server staging and decommissioning, mobile communications (MDC's, wireless technology, PDA's and Blackberry's), and software and patch deployment.
5	S	Participates in special projects as assigned by administrative support team and may be assigned full system implementation and administration for enterprise wide technical solutions.
6	S	Provides second tier support to level I Technicians and provides help desk coverage and functions as necessary.

	Physical Strength	
	Code	ESSENTIAL FUNCTIONS
7	S	Provides support for planned and unplanned outages and incident response as
		well as on call support during non-business hours daily and/or as needed.

JOB REQUIREMENTS:

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D 1D1 ' '	JOB REQUIREMENTS
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum two years experience in a related field.
Certifications and Other Requirements	Valid Driver's License. Ability to meet the criminal background regulations mandated by the FBI CJIS Security Policy.
Reading	Work requires the ability to read technical instructions, technical specifications, trade magazines, responses to RFPs/RFQs, planning documents, policies/procedures, and documents generated by staff at a high level of comprehension.
Math	Work requires the ability to perform math calculations such as addition, subtraction, multiplication, division and algebra that require calculations and formulas.
Writing	Work requires the ability to write interoffice memos, creation of process and procedural documentation, user manuals, staff presentations, issue papers, planning documents, and requests for proposals at a high level. Many assignments require translation of technical terms.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
Policy / Decision Making	Moderate – The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. Work involving discretion is typically reviewed before finalized.
Budget Responsibility	This position has no budgetary responsibility.
Technical Skills	Comprehensive Application - Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs, solutions for highly complex issues, and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Interpersonal / Human Relations Skills	Moderate - In addition to the sharing of information, interactions at this level may also include providing advice to others outside direct reporting relationships on specific problems or general policies/procedures. In many of the interactions, contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R ⊠ O □ F □ C	 ☑ Making presentations ☑ Observing work site ☑ Observing work duties ☑ Communicating with co-workers 	Pushing/ Pulling	□ N □ R ⊠ O □ F □ C	☒ File drawers☒ Equipment☒ Tables and chairs☐ Hoses
Fine Dexterity	□ N □ R □ O □ F ⊠ C	☑ Computer keyboard☑ Telephone keypad☐ Calculator☐ Calibrating equipment	Climbing	□ N □ R ⋈ O □ F □ C	⊠ Stairs □ Ladders □ Step stools □ Onto equipment
Walking	□ N □ R □ O ⊠ F □ C	☒ To other departments/offices☒ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☒ Driving☒ Observing work site
Lifting	□ N □ R ⊠ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Foot Controls	□ N ⊠ R □ O □ F □ C	☑ Driving☐ Operating heavy equipment☐ Operating Dictaphone
Carrying	□ N □ R ⊠ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Balancing	□ N □ R ⋈ O □ F □ C	☐ On ladders ☐ On equipment ☐ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	☑ Desk work☑ Meetings☑ Driving	Bending	□ N □ R ⊠ O □ F □ C	☐ Filing in lower drawers ☐ Retrieving items from lower shelves/ground ☐ Making repairs
Reaching	□ N ⊠ R □ O □ F □ C	☒ For supplies☒ For files	Crouching	□ N □ R ⋈ O □ F □ C	☐ Filing in lower drawers ☐ Retrieving items from lower shelves/ground
Handling	□ N □ R □ O □ F ⊠ C	☑ Paperwork☐ Monies	Hearing	□ N □ R □ O □ F ⊠ C	⊠ Communicating via telephone/radio, to co-workers/public □ Listening to equipment
Kneeling	□ N □ R ⊠ O □ F □ C	☐ Filing in lower drawers ☐ Retrieving items from lower shelves/ground	Twisting	□ N ⊠ R □ O □ F □ C	☑ From computer to telephone☐ Getting inside vehicle
Crawling	□ N ⊠ R □ O □ F □ C	☑ Under equipment☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

Physical Demands (continue	ed)								
Machines, Tools, Equipmen	t and Work	Aids:							
PCs, fans, servers, SAN. NAS, server /	communications	s cabinets, swite	ches, ro	uters, ce	ell phone, des	k phon	e, flashlight, s	cissors	, diagonal
cutters, wire ties etc									
	٠.								
Computer Equipment and S									
PC running MS workstation OS (latest	rev), MS Office	Suite (latest re	vision),	Adobe	Reader, Solai	rWinds	Engineers Ea	ition.	
Environmental Factors:									
Environmental Condition	ons	Never	Seas	onally	Several T		Several Ti		Daily
					Per Moi	nth	Per Wee	ek	
Extreme temperature (heat, cold, extreme temp. changes for	rom outcide	×							
work) (neat, cold, extreme temp. changes fi	fom outside	دع	<u> </u>	_					
Wetness and/or humidity		X							
(bodily discomfort from moisture) Respiratory hazards			-	_					
(fumes, gases, chemicals, dust and d	irt)	X							
Noise and vibration		×		7					П
(sufficient to cause hearing loss)		[2]			Ц				
Physical hazards (high voltage, dangerous machinery	aggressive	\boxtimes							
prisoners, patients – <u>not customers</u>)	, aggicssive			-					
					<u> </u>				<u> </u>
Health and Safety Condition Health and Safety Conditions	N = Never	R = Rarel		$\Omega = \Omega_0$	casionally	Б_	Frequently		Constantly
Health and Safety Conditions	N = Never Never	Less than	•		•		n 1/3 to 2/3		or more of
	occurs	hour per we			time		the time		the time
Mechanical hazards	X								
Chemical hazards									
Electrical hazards		X							
Fire hazards Explosives									
Communicable diseases	⊠								
Physical danger or abuse	\boxtimes								
Other (specify)									
					<u>-</u>	I		I	
Primary Work Location:									
☑ Office Environment ☐ Warehouse									
☐ Shop									
☐ Vehicle									
☐ Recreation Centers/Neighborhoo	od Centers								
Outdoors									
☐ Other (Specify)									
Protective Equipment Requ	ired:								
N/A									

Job Demands

Overall Strength Demands:

Overall Strength Demands				
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.			
⊠ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.			
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.			
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.			
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.			

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	×			
Emergency Situations		×		
Frequent Change of Tasks	X			
Irregular Schedule/Overtime		×		
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work			×	
Noisy/Distracting Environment			×	
Other (Describe below.)				

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Director	Signature of Department Director	Date
	Signature of City Manager	Date
omments:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.